



HEALTHPASS NEW YORK – CLIENT RETENTION SPECIALIST

HealthPass New York is an independent, not-for-profit, private health insurance exchange offering small businesses in the New York metropolitan area quality, affordable, and flexible health care coverage. Since 1999, the HealthPass choice model has empowered employees to choose comprehensive health care and ancillary coverage that fits their unique medical needs and budget.

Position:

We are currently looking for a Client Retention Specialist who can join our Client Retention Department in servicing and maintaining existing accounts.

Job Overview:

The Client Retention Specialist will serve as the center of support for clients approaching their annual renewal period and enrolling for the first time. Our clients consist of small business owners, their employees and the insurance agents representing them. The ideal candidate must have the ability to effectively communicate HealthPass products and guidelines; consistently maintain client satisfaction.

Responsibilities:

- Analyze client's needs and determine the best solution quickly and logically within program guidelines
- Educate clientele on HealthPass products and program guidelines
- Review and audit application submissions to determine group and employee eligibility
- Document client interaction and transactions via ticket tracking system
- Provide support to clients stepping through online transactions
- Contribute to team effort by accomplishing related results as needed
- Assist manager with specialized tasks as necessary, flexibility required

Skills and Qualifications:

- Associates degree or 4+ years Customer Service experience (preferably in Healthcare)
- Outstanding interpersonal communication and analytical skills
- Ability to multi-task and work in a dynamic, ever-changing environment
- Strong sense of urgency, follow-through and attention to detail
- Ability to work in a team oriented environment
- Knowledge of health insurance is a plus
- Life, Accident and Health License or be willing to obtain license under HealthPass sponsorship

HealthPass provides extensive training and a generous benefits package. Salary is 41K – 45K.